

CHECKLIST

	Category	Source	Topic	Yes	No	Explain
1	Governance	Bylaws/ Statutes SizeRoster	The size of the governing body is in alignment with federal/state laws and agency bylaws.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/ Statutes	The structure of the governing body is in alignment with federal/state laws and agency bylaws.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws	The agency has written procedures for a democratic process to select low-income board members.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/Roster	All board vacancies have been filled within the timelines established during the past year.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws	The board recruitment process is clearly documented.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All board members were selected in accordance with federal/state laws and agency bylaws.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit	Bylaws were approved by an attorney within the past two years	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/ Minutes	The organization has conducted meetings at required intervals for the past year.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Minutes	Board members reviewed financial reports during all regularly scheduled meetings during the past twelve months.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Minutes	Board members reviewed program report data (including progress in meeting goals) during all regularly schedule meetings during the past twelve months.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Minutes	The governing body has met quorum at all meetings during the past 12 months.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/OS Audit/Survey	All members of the governing body received orientation within required federal/state guidelines and bylaws.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ Survey	All members of the governing body participated in training concerning their duties/responsibilities within the past two years.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ Signed Log/ Survey	All members of the governing body received a copy of bylaws within the pat two years.	<input type="checkbox"/>	<input type="checkbox"/>	

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1	Governance	OS Audit/ Signed Log	All members of the governing body has signed a conflict of interest policy within the past two years.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All members of the governing body feel confident in their understanding of the laws regulating the organization.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All members of the governing body feel confident in their understanding of board duties and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All members of the governing body are confident in their understanding of organizational documents.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All members of the governing body demonstrates a clear understanding of the agency mission.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All members of the governing body demonstrates a clear understanding of the agency's programs/initiatives, and how to measure success of each.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	All members of the governing body feel confident in their ability to understand agency finances.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	Board members receive meeting materials with enough time to allow for thoughtful review.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Minutes	Board minutes reflect votes on action items as well as dissenting views/opinions.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ED Eval/Minutes	The governing body has completed an evaluation of the Executive Director within the past twelve months.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ Minutes	The governing body has evaluated the Executive Director's compensation/benefit package during the past year.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/ Evaluation	The governing body has a process in place for periodic evaluation of the board's effectiveness and performance.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ CNA/Minutes	Board members are involved in the development/approval of the agency's community assessment.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
1	Governance	OS Audit/ Plan/Minutes	Board members are involved in the development/approval of the agency's strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Minutes	Board members review the strategic plan no longer than annually to determine if resource re-allocation or plan modification is required.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey	Board members empower the Executive Director to implement the organization's strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ Minutes	Board members have reviewed and accepted the agency audit.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Survey/ Minutes	Board members maintain an awareness of organizational risks.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/Roster	The governing body includes an attorney.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/Roster	The governing body includes a CPA or other financial expert.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/Roster	The governing body includes experts in the programs operated by the organization.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/ Roster/Survey	The governing body uses non voting advisors to provide additional expertise and to prevent long vacancies.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/Roster	Low income individuals serve on the governing body.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Bylaws/Roster	The governing body includes specific demographics representing populations served by agency programs.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ Minutes	There is evidence that the governing body reviewed program data throughout implementation.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	OS Audit/ Minutes	There is evidence that the governing body reviewed strategic plan progress at least once during the year to determine if resource reallocation or plan modification was necessary.	<input type="checkbox"/>	<input type="checkbox"/>	
1	Governance	Minutes	Board minutes clearly demonstrate that the board approved the community action plan.	<input type="checkbox"/>	<input type="checkbox"/>	

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2	Leadership	Survey	The organization's Executive Director was approved by all relevant funding sources.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization's Executive Director demonstrates an understanding of the key principles of ROMA.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The Executive Director is a Nationally Certified ROMA Professional.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The Executive Director is a Certified Community Action Professional.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The Executive Director is Six Sigma certified.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The Executive Director has a degree in business, nonprofit management, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization's Executive Director demonstrates an understanding of the purpose of Community Action.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Succession Plan/Org Chart	The organization has a Deputy Director or equivalent that can immediately assume leadership duties in the event of an emergency.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Succession Plan	The organization has a succession plan for the Executive Director.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Org Chart	The organization has a CFO or equivalent to oversee financial activities that is qualified for the position.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Succession Plan	The organization has a succession plan for the CFO.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Org Chart	The organization has a HR Director or equivalent to oversee human resource activities (staffing, coaching, training, etc.) that is qualified for the position.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Succession Plan	The organization has a succession plan for the HR Director.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization has a person who is responsible and qualified for developing and overseeing progress of agency plans.	<input type="checkbox"/>	<input type="checkbox"/>	

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2	Leadership	Succession Plan	The organization has succession plans in place for all program leads.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization has a person who is responsible and qualified for public relations.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Org Chart	The organization has a Program Operations Director or equivalent to oversee planning, collaboration, and performance targeting of all programs	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization has a person responsible for ensuring agency-wide data is aggregated for analysis and reporting.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization has a person responsible for data quality assurance.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization has a person responsible for data analytics.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization has a person responsible for ensuring facilities are up to code, licenses are up to date, and are in compliance with all federal standards.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization's mission and vision is well understood by staff at every level.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	Senior leaders regularly communicate the organization's values to guide the team.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	Senior leaders create a work environment that supports an effective organization.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	Senior leaders share information about the organization's plans with team members of all levels.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	The organization's leadership team encourage staff development to help team members advance in their career and improve organizational capacity.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	Organizational leaders regularly asks team members what they think.	<input type="checkbox"/>	<input type="checkbox"/>	
2	Leadership	Survey	Organizational leaders clearly communicate agency priorities to the team.	<input type="checkbox"/>	<input type="checkbox"/>	

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3	Facilities	Survey	The organization owns one or more buildings.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	The organization rents office space from others.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	The organization rents some or all of its facilities to others.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	The organization has all licenses required to operate its facilities.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	Each facility has an evacuation plan posted in appropriate locations to allow staff and visitors to quickly identify exit routes.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Policies	The organization has a bomb threat policy at all locations and staff are trained in these procedures.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All visitors are required to sign-in, present identification, and confirm the person with whom they are visiting prior to being allowed into the building.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All visitors must wear identification badges while inside agency facilities.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All visitors must be escorted while inside agency facilities.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All public areas are accessible for people with varying degrees of mobility.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All facility entrances and parking areas are well lit.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All facilities are free from greenery and other items that could allow people to hide to do harm to staff/visitors.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	The organization prioritizes safety concerns over other maintenance and repair projects.	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	The organization has functioning and regularly tested fire safety equipment (extinguishers, smoke alarms, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
3	Facilities	Survey	All facilities have first aid equipment and supplies available.	<input type="checkbox"/>	<input type="checkbox"/>	

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4	Finance	OS Audit/ Budget	The agency has an organization-wide budget, categorized by strategy (program/initiative).	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	The agency has a financial forecasting tool or methodology to determine long-term viability.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	Agency leaders are trained on how to use financial reports.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Financial Manual	The agency has an established process in place to share administrative costs across grants.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Financial Manual	The agency has policies and processes in place to ensure timely payment of obligations.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	The agency is current on all financial obligations.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	The organization uses segregation of key accounting duties to reduce opportunities for fraud.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	The organization has a process in place to thoroughly investigate allegations/suspicions of fraud.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	All disbursements, except petty cash, are made by check.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	The agency ensures that all payroll filings are completed on time.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	Account receivables are reviewed and reconciled on a monthly basis.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	OS Audit	Fiscal policies are reviewed no longer than once every two years.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Survey	The agency's bank accounts are reconciled no longer than once per month and reviewed by someone outside of the accounting function.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	HR Policies	The organization has clear and unequivocal policies in place to report internal theft to authorities and prosecute.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	Audit	The organization has an audit completed each year by a CPA firm.	<input type="checkbox"/>	<input type="checkbox"/>	

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4	Finance	OS Audit/ Survey	All findings from the previous year's audit have been addressed to a degree deemed appropriate by the governing body.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	OS Audit/ Minutes	Audit findings have been presented to and approved by the governing body.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	OS Audit	The organization has solicited bids for the audit during the past five years.	<input type="checkbox"/>	<input type="checkbox"/>	
4	Finance	OS Audit/ Finance Manual	The organization has a procurement policy in place that has been approved by the board within the past five years.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	The agency maintains timesheets with signatures of the employee and supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual;	The organization has criteria in place to qualify or disqualify staff for key positions with cash-handling, wire transfer, or spending authorities.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Org Chart, Job Descriptions	The organization uses a human resources department, human resources manager, or other person to centralize employment practices (hiring, firing, coaching, record keeping, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has an employee handbook/personnel policy manual with key employment policies that is approved by an employment attorney and made available to all team members.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a process in place to ensure and facilitate the periodic review of employment practices, including hiring strategies and results, attrition, benefit adequacy, and compensation amounts.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey, Job Descriptions	All team members understand what is expected of them.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a policy in place concerning expectations for working at home.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	OS Audit	All staff are provided with updates when policies are updated or changed.	<input type="checkbox"/>	<input type="checkbox"/>	

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5	Human Resources	Survey	All staff members are required to sign a receipt verifying that they received a copy of personnel policies.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization includes a disclaimer concerning at-will employment.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a written workplace violence policy.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a written policy that addresses the reporting of accidents.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a written policy prohibiting sexual harassment by supervisors, peers, volunteers, and contractors.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a written policy for reporting sexual harassment.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Job Descriptions	The organization has written job descriptions for every position that are shared with appropriate team members.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization uses an application form consistently throughout the organization to help screen potential employees.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Employment Application	The organization's employment application includes a truth clause, stating that any applicant providing false statements will be disqualified or subject to termination if identified after hiring.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization uses pre-employment tests and background checks in the hiring process.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has an established work-test (probation) period.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a process for notifying applicants who are considered, but not selected, of the specific reason they were not selected.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a well established onboarding/ orientation process in place for all new employees.	<input type="checkbox"/>	<input type="checkbox"/>	

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5	Human Resources	HR Manual	The organization sends written offers to all applicants selected for hire that includes probation period information, annual salary, benefit eligibility, duration of employment, potential for advancement, and reference to written personnel policies.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	The organization maintains up-to-date personnel files for all employees.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	OS Audit	The organization conducts annual performance reviews/appraisals.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Staff Evaluation Forms	Employees are required, with input from their supervisor, to develop a statement of goals for the coming year.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	All employee appraisals are always reviewed by a person other than the direct supervisor to improve quality, consistency, and objectivity.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	All persons involved in performance reviews have received training associated with conducting objective/truthful appraisals.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	Employees are eligible for salary increases based on their performance (as opposed to cost of living).	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Checklist	The organization uses a hiring checklist to make sure that all key steps have been taken before an offer for employment is made.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Script	The organization uses a script which is used to guide and score interviews for potential staff members.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	OS Audit	The organization's policies are regularly reviewed and updated as determined necessary.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members feel that they have access to the training that they need to improve their work.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members feel recognized for good work.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members feel that they have the equipment and supplies needed to do their jobs well.	<input type="checkbox"/>	<input type="checkbox"/>	

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5	Human Resources	Survey	Team members feel that they have access to the data needed to do their jobs.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members feel that they work in a safe, productive, and team-oriented environment.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a progressive discipline policy.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	The organization has a process for allowing employees whose performance has fallen below expectations to address concerns/deficiencies.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members feel engaged in the organization.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members receive training associated with medical emergencies, automobile collisions, fatalities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members are trained in first aid and CPR practices.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	Survey	Team members have access to communications (telephone, mobile phone, etc.) for emergency situations at all times.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	New staff orientation includes an introduction to the organization's mission, vision, policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	
5	Human Resources	HR Manual	All applicants are notified of agency policies concerning interactions with customers during the screening process.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The agency's community assessment identifies the community served.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The community assessment includes statistical data from a variety of sources in multiple domains associated with poverty and well-being.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The community assessment includes data from survey with multiple-choice and open-ended questions.	<input type="checkbox"/>	<input type="checkbox"/>	

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6	Assessment	CNA	The community assessment includes data from the agency's database, demonstrating the needs of individuals who requested assistance.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The community assessment includes data collected during focus groups and interviews from individuals who live in, work in, and/or serve the community.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The agency's community assessment includes input from customers and other low-income individuals in the community concerning the causes and conditions of poverty.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The organization demonstrated the collection of customer satisfaction data during the community assessment process.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The agency's community assessment includes input from key sectors in the community (businesses, faith-based entities, schools, local government officials, non-profits, etc.) concerning the causes and conditions of poverty.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The agency's community assessment includes data concerning the resources available to address community needs.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The agency's community assessment includes an analysis of the data collected to demonstrate trends and prioritized issues.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The processes used to analyze and prioritize data is clearly documented in the community assessment.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	All sources used in the assessment are appropriately documented.	<input type="checkbox"/>	<input type="checkbox"/>	
6	Assessment	CNA	The organization has completed a Community Assessment within the past 3 years.	<input type="checkbox"/>	<input type="checkbox"/>	

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6	Assessments	CNA	The community assessment includes research from other sources validating the qualitative and quantitative data collected.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Implementation	Survey	Team members are aware of the parts of the strategic plan that most impact them and their work.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	OS Audit/ Plans	The organization reviewed its mission statement to ensure it addressed the problem of poverty, led the organization toward its vision, and effectively communicated the entity's purpose.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	OS Audit/ Plans	The organization uses customer input and customer satisfaction data to improve services.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	OS Audit/ Plans	The organization reviewed the vision statement, making sure it demonstrated the agency's vision for success in the community.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The organization's strategic plan includes agency level initiatives for increasing organizational capacity to achieve results.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The organization's strategic plan includes programs designed to eliminate family level needs.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The organization's strategic plan represents all programs and initiatives operated by all departments.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	The organization's community action plan represents all anti-poverty programs and initiatives operated by all departments.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The strategic plan describes the agency's data process, including how data deficiencies (inability to produce unduplicated counts, etc.) will be addressed.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Plans	All family level programs included in the agency's plan include a projection for the number of individuals expected to be served.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The organization's strategic plan includes initiatives designed to eliminate community level needs.	<input type="checkbox"/>	<input type="checkbox"/>	

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7	Planning	OS Audit/ Strategic Plan	All programs and initiatives included in the agency's strategic plan are in alignment with the mission and have the ability to move the community toward the stated vision.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	All programs and initiatives included in the agency's strategic plan have a primary measure of success assigned.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	All programs and initiatives included in the strategic plan identify the evidence that will be used to verify the achievement of success.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	All programs and initiatives included in the strategic plan identify the problem it is addressing and the method for identifying the problem (Community Assessment, SWOT Analysis, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	All programs and initiatives included in the strategic plan identify the timeframe(s) in which they will be operated and in which success will be measured.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	All programs and initiatives included in the agency's strategic plan explain the action steps that will be used to achieve the primary measure of success and who will be responsible for the work.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Theory of Change	The agency's strategic plan includes a Theory of Change.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	TOC/Plans	The agency's strategic plan is in alignment with the Theory of Change.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The agency's strategic plan describes the resources that will be used for each program/initiative.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The agency's strategic plan explains how the ROMA cycle has been and will be used.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	OS Audit/ Strategic Plan	The agency's strategic plan names the ROMA professional(s) who have/will be assisting with implementation of the ROMA Cycle.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
7	Planning	Strategic Plan/CAP	The agency's community action plan includes the programs and initiatives specified in the strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	All programs and initiatives in the community action plan include outcome(s) designed to measure success.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	All programs and initiatives in the community action plan identify the evidence that will be used to verify success.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	All programs and initiatives included in the community action plan identify the problem it is addressing and the method for identifying the problem (Community Assessment, SWOT Analysis, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	The agency's community action plan explains how the ROMA cycle has been and will be used.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	The agency's community action plan names the ROMA professional(s) who have/will be assisting with implementation of the ROMA Cycle.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	OS Audit/ Minutes/ Strategic Plan	The organization included board members in the development of the strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The organization included front-line staff in the development of the strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Strategic Plan	The organization included key leaders in the development of the strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	OS Audit/ Minutes/ Strategic Plan	The governing body reviewed and approved the finalized strategic plan.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	CAP	The community action plan describes the resources that will be used to achieve success.	<input type="checkbox"/>	<input type="checkbox"/>	
7	Planning	Plans	The programs and initiatives operated by the organization are in alignment with and guided by agency plans.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Survey	The organization has a process in place for scheduling customers that is clearly communicated to the community.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
8	Implementation	Customer Surveys	The length of customer appointments is sufficient to ensure that the customer feels heard and needs are met.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Survey	The organization has a systematic process in place for conducting outreach in the communities where members of the target populations live in and/or work.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Survey	The organization conducts outreach in all communities served on a regular basis to ensure all members of the target population are aware of the agency's mission, programs, and strategies.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	OS Audit	The organization has a process in place to regularly collect customer satisfaction data.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Customer Surveys	All customers are treated equally regardless of income level, age, race, ethnicity, gender, employment status, family type, religious affiliation, political preference, sexual orientation, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Survey	Appointments are scheduled as quickly as possible to accommodate customer needs.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	CSBG Annual Report	Agency staff members refer customers to other community resources, as needed, to ensure all barriers to economic security are met.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Reports/ Survey	Agency staff members enter all customers into a database.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Reports	Agency staff members document the demographics of each customer served.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Reports	Agency staff members document the activities provided to the customers.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Reports	Agency staff members conduct follow-up as necessary and document relevant outcomes in the agency's data system.	<input type="checkbox"/>	<input type="checkbox"/>	
8	Implementation	Customer Surveys	Customers with disabilities are provided with accommodations that allow them to access services.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
8	Implementation	Survey	The organization has a system in place to protect vulnerable populations from COVID-19 and other illnesses as they apply for/ receive services.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	HR Manual	The organization has a written policy that indicates permitted and prohibited uses of technology by staff/volunteers.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	HR Manual	The organization has a written policy that covers the topic of privacy and reminds employees that they should not expect privacy with the use of technology provided by the organization.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	HR Manual	The organization has a Bring Your Own Device (BYOD) policy that is applicable to all employees.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization has a person who is responsible for ensuring access to agency data systems is immediately revoked for individuals who terminate employment.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization provides regular training and messaging to team members concerning phishing and other scams that could impact the organization.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The agency has a process in place for regular evaluation of agency equipment to ensure no unlicensed software has been downloaded and that devices have been used in appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Data Contracts	Contracts for all data systems explicitly state that the data will remain the property of the organization if the use of the vendor is discontinued.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization's data systems are regularly backed up to a secure off-site location (cloud, etc.) to prevent data loss.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	All customer data is secured to prevent access from outside sources.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
9	Data, Technology, and Analytics	HR Policies/ Survey	Agency team members have been trained on the laws that govern data privacy (HIPAA, PCI, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	All team members are confident in their ability to use the data systems assigned to them.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The agency has a data breach plan in place.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization has a process in place for assisting customers in the event cloud-based systems are offline.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	All computers used to access agency data or on the agency network is protected by a firewall and regularly updated anti-virus software.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization conducts regular IT audits to identify vulnerabilities and security risks.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Policies/ Survey	The organization has a policy in place for ensuring passwords meet certain specifications and are changed on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	HR Policies	The organization has a written policy concerning the use of personal electronic devices, smartphones, tablets, etc. while using vehicles on the agency's behalf.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey/CSBG Annual Report	The organization is able to produce an agency-wide unduplicated count of customers served by all programs in all departments.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	CSBG Annual Report	The agency is able to produce agency-wide unduplicated reports of services and outcomes and demographics for customer served by any and all programs.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization uses a digital scaling system to objectively identify customer needs and measure incremental change.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	The organization has a quality assurance process in place to ensure the data will support informed decision-making.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
9	Data, Technology, and Analytics	CSBG Annual Report	The organization is able to identify how many customers worked toward specific outcomes and how many were actually successful.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	CSBG Annual Report	The organization is able to identify how many customers were served by specific programs and how many were successful.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	All computers and servers used by the organization are protected by a secure password.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	All computers and servers used by the organization are protected by a firewall.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey	All computers and servers used by the organization are protected by up-to-date anti-virus software.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	CSBG Annual Report	All outcomes reported in the Community Action Plan were within 80-120% of projections.	<input type="checkbox"/>	<input type="checkbox"/>	
9	Data, Technology, and Analytics	Survey/ Insurance Policy	The organization is able to provide a clear connection between the services received and the outcomes achieved.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Insurance	Survey/ Insurance Policy	The organization has appropriate cyber liability and/or privacy. Liability insurance coverage.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Insurance	Survey/ Insurance Policy	The organization has an adequate amount of general liability insurance.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Insurance	Survey/ Insurance Policy	The organization has adequate insurance on all owned buildings.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Insurance	Survey/ Insurance Policy	The organization has adequate insurance on appropriate equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Insurance	Survey/ Insurance Policy	The organization has adequate insurance on all owned vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	
10	Insurance	Survey/ Insurance Policy	The organization has adequate professional liability insurance to protect the governing body and agency leaders.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Partnerships	MOUS	The organization has MOUs established for all community initiatives.	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
11	Partnerships	Community Surveys	Other organizations in the community are familiar with the agency.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Partnerships	Community Surveys	The agency has a good reputation in the community that would allow for the development and maintaining of strong partnerships.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Partnerships	MOUs, CSBG Annual Report	Partnerships have been established with a minimum of local government, faith based organizations, local businesses, other service organizations, and educational institutions.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Partnerships	CSBG Annual Report	The organization has a system in place for documenting referrals to and from community partners.	<input type="checkbox"/>	<input type="checkbox"/>	
11	Partnerships	Survey	The organization has a system in place for measuring the impact of referrals to and from community partners.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	The organization has guidelines that govern the behavior of team members while in contact with service recipients.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	The organization has written guidelines making it clear that behavior that is sexual in nature or could be interpreted as sexual in nature is strictly prohibited.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	The organization has written guidelines in place prohibiting the touching of clients in areas typically covered by a bathing suite, dating, or engaging in romantic relationships with customers.	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	Does the organization have written guidelines in place that, when a hug is appropriate, it should be given from the side, not from the front?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	Does the organization have written guidelines in place that explain what staff should do if a client attempts to initiate inappropriate activities with them or another client?	<input type="checkbox"/>	<input type="checkbox"/>	

	Category	Source	Topic	Yes	No	Explain
12	Client Interaction	HR Policies	Does the organization have policies in place that prohibit unsupervised on-to-one contact between customers and staff, or policies that require at least two staff members to be present?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	Are staff members required to sign confidentiality agreements in which they agree not to share information about customers?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	HR Policies	Does the organization have a policy in place to address violence and possession of weapons by customers?	<input type="checkbox"/>	<input type="checkbox"/>	
12	Client Interaction	Fair Hearing Process	Does the organization have a process in place to ensure customers are allowed to request a fair hearing?	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	HR Policies	The organization has written guidelines in place governing contact between team members and the media.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	HR Policies	The organization has written guidelines in place for the use of social media promoting organization business.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	Annual Report	The organization develops reports on an annual basis that allows for the communication of its activities and accomplishments to the community.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	Survey	The organization regularly participates in or hosts events that encourages members of the community to participate in the organization's activities.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	Survey	The organization regularly communicates the importance of community engagement to low-income residents.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	Survey	The organization maintains job descriptions for all volunteer positions.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	Survey	The organization conducts background checks for all volunteers.	<input type="checkbox"/>	<input type="checkbox"/>	
13	Community Engagement	Survey	The organization has a formal, structured orientation process for new volunteers.	<input type="checkbox"/>	<input type="checkbox"/>	

